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OFFICE  
DEFECTS INVESTIGATION

L. W. Camp  
Director  
Automotive Safety Office  
Environmental And Safety Engineering

Ford Motor Company  
330 Town Center Drive  
Dearborn, Michigan 48126

September 23, 1997

Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

97V-165 (9)

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Noncompliance Reports, Ford Motor Company submits the following information concerning a safety-related recall action that it is initiating.

573.5 (c) (2)

Certain 1998 model year Ford Windstar vehicles built at the Oakville Assembly Plant on September 10, 11 and 12, 1997.

Because these vehicles are not produced in VIN order, information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-800-392-3673) or contacting a local Ford or Lincoln/Mercury dealer, who can obtain specific information regarding the vehicles from the Ford OASIS computer system.

573.5 (c) (3)

Approximately 300 vehicles.

573.5 (c) (4)

Unknown.

573.5 (c) (5)

Some of the affected vehicles may have a damaged input shaft bearing in the steering gear. In some cases, this could result in increased steering efforts potentially affecting steering control. There have been no reports of this condition, as most of the affected vehicles are believed to still be at dealerships.



97V-185 (12)

573.5 (c) (6)

The condition was first discovered at Ford's steering gear plant on September 9, 1997 during routine end of line testing. The condition resulted from incorporation of a revised input shaft bearing in steering gear production. Initially, it was believed that the end of line testing captured all steering gears with damaged bearings. Subsequent tear down of gears which passed the end of line testing revealed that steering gears with damaged bearings had been shipped to the Oakville Assembly Plant. Subsequent analysis of build and shipping records revealed that approximately 300 vehicle with potentially suspect steering gears had been shipped to dealers. The remainder of the suspect vehicles were either contained at the plant or returned to the plant from rail cars still in route.

573.5 (c) (8)

Ford began notifying dealers and owners concurrent with this letter. There will be no charge to owners for this service.

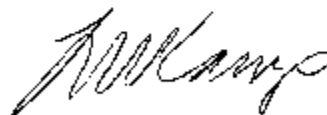
573.5 (c) (9)

Ford does not plan to make a public statement concerning the subject matter of this action since most vehicles are still at dealerships. Also, dealers have been asked to directly contact owners of any vehicles that have been delivered. A copy of the Notification letters to dealers and owners from Ford Customer Service Division is attached.

573.5 (c) (11)

Ford has assigned campaign number 97885 to this action.

Very truly yours,



L. W. Camp

PROFS FIELD BULLETIN

Service Recall Bulletin

97V-195 (03)

TO: All Ford and L-M Dealers

October, 1997

SUBJECT: Safety Recall 97S85 - EFFECTIVE IMMEDIATELY, A DEMONSTRATION AND DELIVERY HOLD is placed on certain 1998 Windstar Vehicles - Inspection and, if necessary, Installation of a Rack and Pinion Steering Gear

AFFECTED VEHICLES

Certain 1998 Windstar vehicles built at the Oakville Assembly Plant from September 10, 1997 through September 12, 1997.

REASONS FOR RECALL

The rack and pinion steering gears may have damaged input shaft bearings. This condition could increase steering efforts, potentially affecting steering control.

Dealers should contact any owners who have taken delivery of any of the affected vehicles and advise them to have their vehicles inspected, and, if necessary, corrected.

SERVICE ACTION

To correct this condition, dealers are to inspect the date code on the rack and pinion steering gear, and, if necessary, replace those rack and pinion assemblies that fall within the suspect date code range.

ATTACHMENTS

Attachment I

- Administrative Information

Attachment II

- Labor Allowances
- Parts Ordering Information

Attachment III

- Technical Information

Attachment IV (faxgram only)

- Affected VIN listing

PFB LOG SUMMARY: 91280DB600C2

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PROF'S FIELD BULLETIN  
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## QUESTIONS?

87/-155 (04)

Claims Information	1-800-423-8851
Other Recall Questions	1-800-325-5621

Sincerely,

A. R. Kaduk  
Manager  
Vehicle Service and Programs

PROFS FIELD BULLETIN

ATTACHMENT I

OASIS

37V-265 (JB)

You must use OASIS to determine if a vehicle is eligible for this recall.  
OASIS will be active by September 19, 1997.

PLEASE NOTE

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

PROMPTLY CORRECT

Affected vehicles on the enclosed list.

Other eligible vehicles which are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owners who have taken delivery of any of the affected vehicles. Give owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if:

- an owner cannot be contacted.
- an owner does not make a service date.

CLAIMS SUBMISSION

Enter claims using DWE. See ACESII Manual, Sections 5 and 6. If towing is required, submit per ACES II Manual section 3-8.

WARRANTY AND POLICY MANUAL

See Sections 5 and 6 of the ACESII Manual.

RENTAL CARS

Ford Motor Company will pay for a loaner or rental vehicle, except for fuel which will be at owner's expense. Enter the word "LOANER" plus the number of days the vehicle was used in the Miscellaneous Expense area.

PROFS FIELD BULLETIN

ATTACHMENT II

SAFETY RECALL 97S85

97V-165 (62)

LABOR ALLOWANCES

Inspect Rack and Pinion Gear Date Code

0.3 Hrs.

Labor Operation 97S85A

Install Rack and Pinion (Includes Inspection)

3.0 Hrs.

Labor Operation 97S85B

Administrative Allowance

0.1 Hrs.

Misc. Expense Code "ADMIN"

PARTS REQUIREMENTS

Parts will not be direct shipped for this recall. Order your parts requirements through normal order processing channels.

PART NUMBER	DESCRIPTION	QUANTITY
F88Z-3L547-AA	Short Rack and Pinion Assembly	1/vehicle
388898-S	Teflon Seal Washers (package of 6)	2/vehicle
N803942-S100	Inter.Shaft Coupling Bolt (pkg of 3)	1/vehicle
	Split Cotterpin - 5/32 x 1.25"	2/vehicle
XT-2-QDX	Power Steering Fluid (Mercon)	1 quart

DEALER PRICE

For latest prices, check or call your:

- Order Processing Center
- DOES II
- Updated Price Book

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

PFB LOG SUMMARY: 91280DB60002

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PROFS FIELD BULLETIN  
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ATTACHMENT III

SAFETY RECALL 97\$85

97V-165 (U)

TECHNICAL INSTRUCTIONS

Sec attached

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FROPS FIELD BULLETIN  
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A. R. Kaduk  
Ford Motor Company  
Manager  
Vehicle Service and Programs  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

97S85

October, 1997

57V-165 (CB)

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Serial Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the  
National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle  
safety exists in certain 1998 Windstar vehicles.

## SAFETY DEFECT

On some of these vehicles, the rack and pinion may have a damaged input shaft  
bearing. This condition could increase steering efforts, potentially  
affecting steering control.

## REPAIRS

At no charge to you, your dealer will inspect the rack and pinion assembly,  
and, if necessary, replace it. Dealers currently have instructions and parts  
ordering information.

If necessary, Ford Motor Company will pay for a loaner or rental vehicle,  
except for fuel.

## HOW LONG WILL IT TAKE?

The time needed for this service is less than one day. However, due to  
service scheduling times, your dealer may need your vehicle for a longer  
period. Please call your dealer for a service date.



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PROFS FIELD BULLETIN  
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CALL YOUR DEALER

37V-185 (9)

Call your dealer without delay regarding service to your vehicle. Your dealer will inspect the steering gear on your vehicle and replace it if necessary.

At the time of repair, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

CHANGED ADDRESS OR SOLD THE WINDSTAR?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the Windstar.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 300 Renaissance Center, P. O. Box 43360, Detroit, Michigan 48241. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford-built vehicle.

Sincerely,

A. R. Kaduk  
Manager  
Vehicle Service and Programs